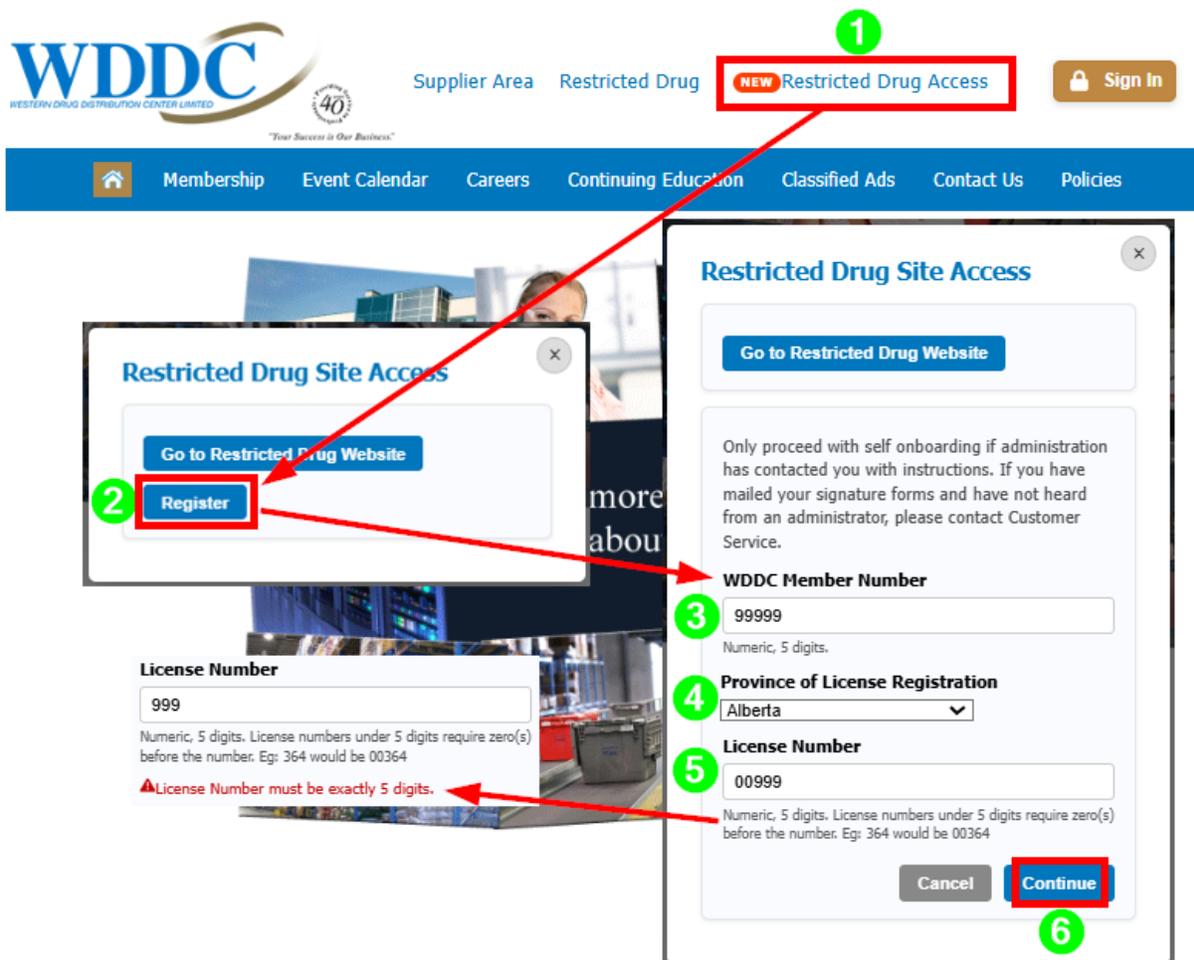


 **Note: Self onboarding to be completed by legacy restricted access users and by new users only after approval.**

Go to the WDDC Website

1. Click on the **New Restricted Drug Access**
2. Select **Register**
3. Enter your **WDDC Member Number**
4. Select the **Province you are Registered in** from the drop down list
5. Enter your **License Number**
 - If less than 5 digits add zero(s) to the beginning – if you try to enter a number less than 5 digits you will receive an error
6. Select **Continue**
 - **This will reroute you to the portal for the next steps.**



The screenshot shows the WDDC website navigation and the 'Restricted Drug Site Access' modal. Red boxes and numbered callouts (1-6) highlight the following steps:

- 1:** 'NEW Restricted Drug Access' button in the top navigation bar.
- 2:** 'Register' button in the 'Restricted Drug Site Access' modal.
- 3:** 'WDDC Member Number' input field containing '99999'.
- 4:** 'Province of License Registration' dropdown menu set to 'Alberta'.
- 5:** 'License Number' input field containing '00999'.
- 6:** 'Continue' button at the bottom of the modal.

An error message is visible below the license number field: **▲ License Number must be exactly 5 digits.**

Contact WDDC if additional assistance is required

Phone: 877-329-9332 ext 1514 or 1901

Email: m-service@wddc.com



Important: For security purposes, a Personal and Secure email address and cell phone number required. Shared or general clinic credentials will not be accepted.

Important: MFA Security Requirements

We are enhancing the WDDC restricted drug access ordering portal to include **multi-factor authentication (MFA)** to comply with Health Canada guidelines.

Once your licence number has been verified, you will be asked to complete your contact details by entering your **personal email address** and **personal cell phone number** to complete setup for future orders.

Requirements

- Use your **personal email address**—not a general clinic email or shared inbox.
- Provide a **personal cell phone** capable of receiving SMS text messages directly to the licensed DVM.
- No general clinic numbers, landlines, or shared clinic cell phones are permitted.
- Only the prescribing veterinarian may access this account under WDDC policy.

Work at multiple clinics?

If you currently share time between clinics and place orders for those clinics, you **must establish a unique, separate email address for each clinic.**

Using the same email address across multiple clinic accounts is **not permitted** through the MFA system.

I have read and understand these requirements

Confirm & Continue

1. **Review your credentials** to ensure they are accurate. *If this does not match our system, then you will receive an error when submitted.*
2. Enter your personal **Email Address**. *This cannot be a shared or general inbox.*
3. Enter your personal **Mobile Phone** number.
4. Click **Submit Details**.
5. You will receive a Temporary Password used for your first login.
6. You can **Download Credentials** (including temporary password) – see next page.

Review thoroughly and acknowledge the Multifactor Authentication (MFA) Security Requirements.

Check the “I have read and understand these requirements” and select “Confirm & Continue”.



SECURE INVITATION

Veterinarian Onboarding

We are moving accounts from the legacy restricted drug portal. Provide your own professional email and mobile number—veterinarian credentials are strictly personal and must not be shared.

1 Clinic snapshot

These identifiers come directly from your legacy restricted drug profile.

MEMBER NUMBER	LICENCE NUMBER
99999	LICAB00999

- Legacy credentials migrate once per clinic invitation.
- Use your personal clinic email; accounts cannot be accessed by support staff or assistants.
- A mobile phone is required for security notifications.
- Only the prescribing veterinarian may access this account under WDDC policy.

Personal access only.
Provide the veterinarian's own email and mobile number. Shared inboxes or phone lines will be rejected.

2 We could not submit the request. We could not verify the clinic and licence combination provided.

Contact details

We will send the activation link and status updates to this email. It must belong to the prescribing veterinarian.

Note: Email address will be used as your sign-in and for all email communications from the restricted drug site.

2 Email address
jasminebasset@hotmail.com

3 Mobile phone
2049991353

We will email confirmation within one business day. Requests using shared contact details will be declined.

4 Submit details

5 Details received.
Your account is created in a pending state. Keep the credentials below safe. WDDC Support will email you once the account is activated and you will be prompted to set a new password at first login. Watch for an approval email from WDDC Support once your account is activated.

Save your credentials
The temporary password works once. Store it securely before you continue.

EMAIL	CLINIC	LICENCE #	TEMPORARY PASSWORD
jasminebasset@hotmail.com	WESTERN DRUG DIST CENTER LIMITED (99999)	LICAB00999	e\$zs34qZw2jHsmv

6 Download credentials

WDDC Support reviews every request and will email you once the account is enabled.



Important: If you order for multiple clinics, a unique, separate, personal email is required for each clinic.

Contact WDDC if additional assistance is required

Phone: 877-329-9332 ext 1514 or 1901

Email: m-service@wddc.com

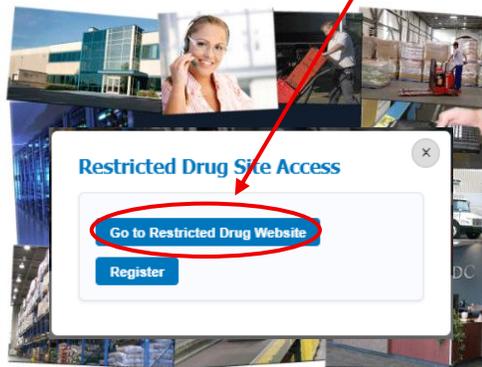
```

WDDC Veterinarian Account Credentials
-----
Email: jasminebasset@hotmail.com
Clinic: WESTERN DRUG DIST CENTER LIMITED (99999)
License #: LICAB00999
Temporary password: n%G%k2wiERKts2R!

The temporary password may be used once. You will be
prompted to set a new password when you sign in for the
first time.
Please delete this file after you have saved the
credentials in a secure password manager.
    
```

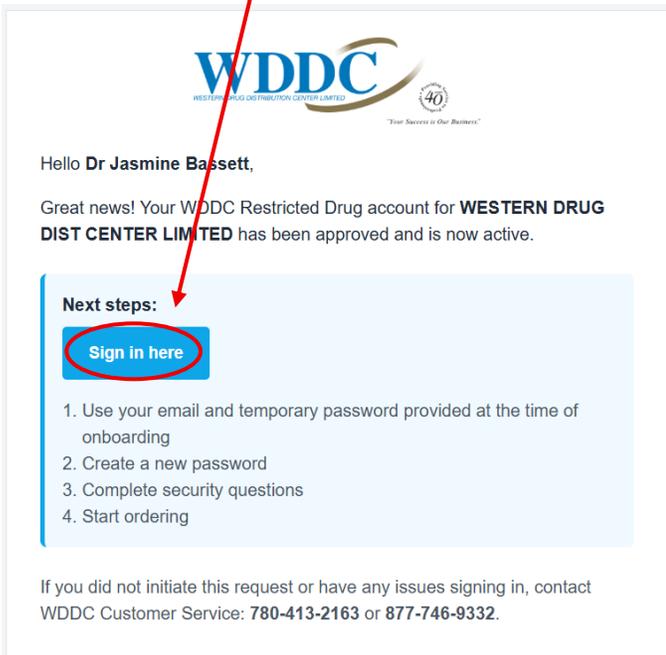
- Downloaded credentials will go to your “Notepad” and appear as the example.
- Save this to your computer so you can copy and paste the temporary password upon approval.
- Approval is done within 1 business day.

- Once Administration Approves your request you will receive an email.
 - To the email you input during onboarding.
- You can click on “Sign in here” right from the email or sign in from the website.



After you have completed the onboarding process, you will access the restricted portal through the WDDC website:

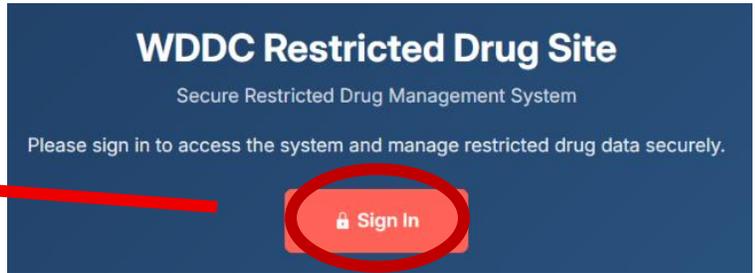
- “New Restricted Drug Access”
- “Go to Restricted Drug Website”



After onboarding with the new restricted drug site, you will no longer have access to the old restricted drugsite.



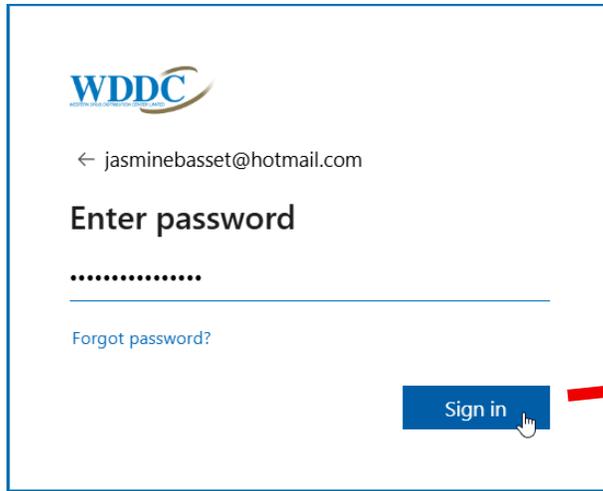
WDDC
Sign in
Sign in to access WDDC EXTERNAL
jasminebasset@hotmail.com
Next



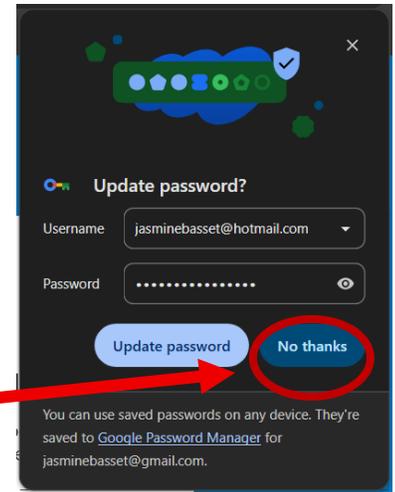
WDDC Restricted Drug Site
Secure Restricted Drug Management System
Please sign in to access the system and manage restricted drug data securely.
Sign In

**Current Password =
Temporary Password**
EG:

Temporary password: n%G%k2w!ERKts2R!



WDDC
← jasminebasset@hotmail.com
Enter password
.....
Forgot password?
Sign in



Update password?
Username: jasminebasset@hotmail.com
Password:
Update password No thanks
You can use saved passwords on any device. They're saved to Google Password Manager for jasminebasset@gmail.com.

Current Password = Temporary Password

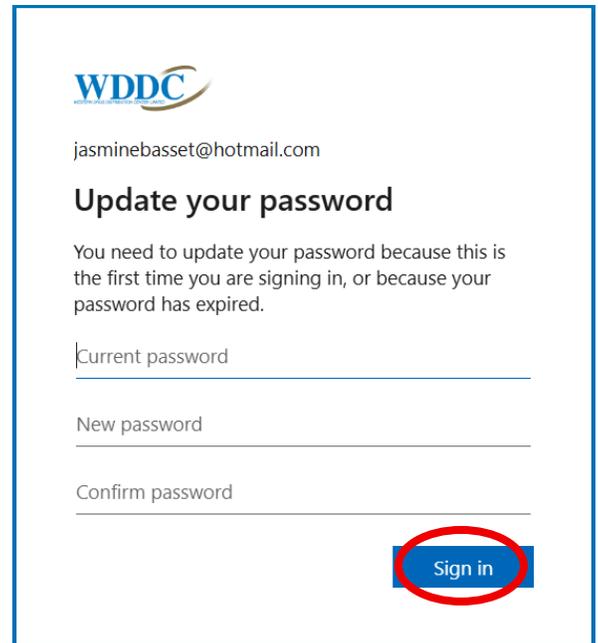
New Password must be a minimum of 8 characters, with at least 3 out of the 4 of the following:

- Uppercase Letter
- Lowercase Letter
- Number
- Symbol

Potential Errors:

We've seen that password too many times before. Choose something harder to guess. [View details](#)

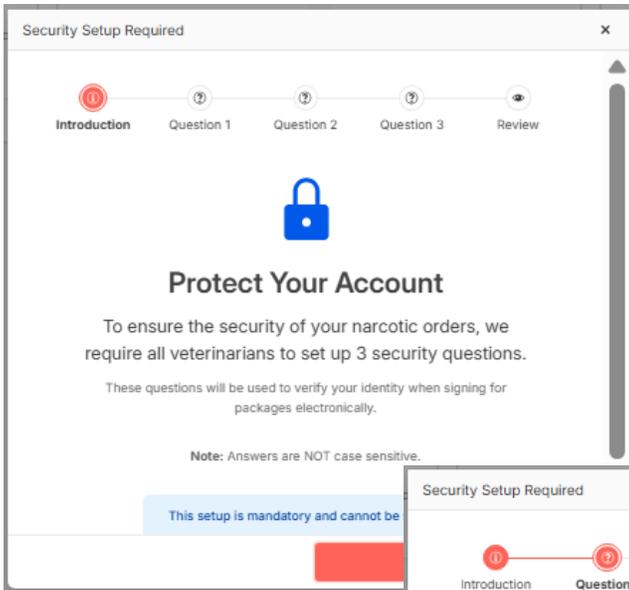
Passwords can't contain your user ID, and need to be at least 8 characters long, with at least 3 of the following: uppercase letters, lowercase letters, numbers, and symbols. [View details](#)



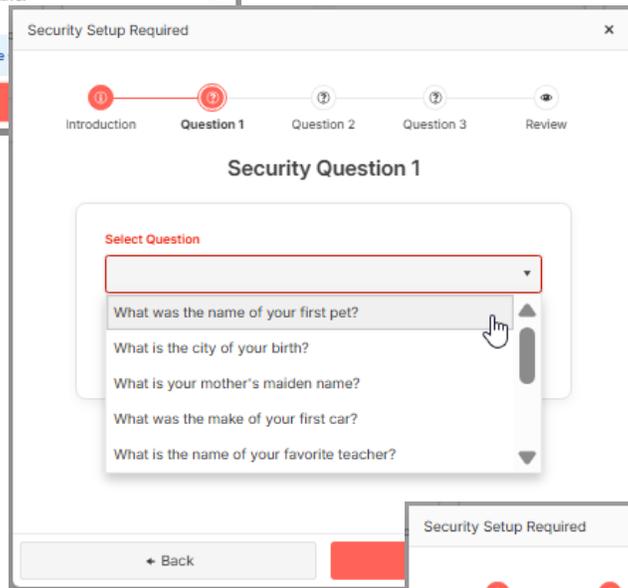
WDDC
jasminebasset@hotmail.com
Update your password
You need to update your password because this is the first time you are signing in, or because your password has expired.
Current password
New password
Confirm password
Sign in



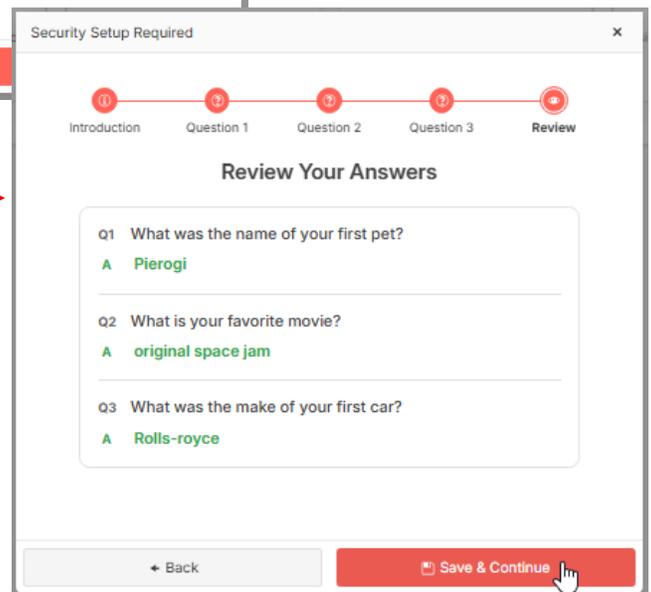
**Security questions are stored on a secure server.
Administration does NOT have access to these answers.**



- When you first login you will be required to complete security questions.
- Security questions are required to make changes to Display Name and Phone Number.



- Review your answers.
- Select Save & Continue.



Once completed you will have access to the new narcotics site.

Contact WDDC if additional assistance is required

Phone: 877-329-9332 ext 1514 or 1901

Email: mSERVICE@wddc.com